

DAY 3 – ASSESSMENT CENTER 3 - COMPETITEUR

120 minutes

The front office manager had to go away and asks you to lead the handover to the next shift at 9.30.

Each competitor receives an email from his FOM with the instructions to pass on.

The competitor has 60 minutes to prepare.

Each competitor will have 10 minutes to present.

Each competitor has a different email.

Add all the necessary information to transmit to the team in the morning.

Good luck !

Every email has:

- A question for another competitor with an opportunity to engage the group
- A standard of the day to remind the team
- One good or bad news to share
- A sales opportunity to share and discuss

Interaction

Competitor 1 has a question for Competitor 4

Competitor 2 has a question for Competitor 5

Competitor 3 has a question for Competitor 6

Competitor 4 has a question for Competitor 2

Competitor 5 has a question for Competitor 3

Competitor 6 has a question for Competitor 1

Competitor 1

You receive this email from your Front Office Manager

Subject : Please lead the team handover for me

Date : Saturday 16th september 2023 at 7.00 am

From : Front Office Manager

To : Competitor 1

Hi,

I'm sick today. I cannot be at 9.30 am for the morning briefing. Please lead the briefing for me. Below are the information's for the day. If you think of anything else, feel free to add it.

- Today : 15 arrivals, 10 departures
- Standard of the day (to remind everyone): Staff readily smiles and maintains an engaging expression. As usual try to illustrate with a least one example and make sure everyone understands.
- Competitor 4 handled the check-out yesterday of M. Freedow. M. Freedow room service was cold when it arrives in his room. Can you ask him/her how it went?
- Martha is the housekeeper today.
- The restaurant is fully booked tonight.
- No laundry service available today.
- Ms Johnson Is arriving today, is a VIP guest from LVMH company.
- Do not forget the garden party tonight: Private event for our loyal guests and in-house guests. No restaurant tonight!
- The Plage Suite is not occupied tonight. Try to upsell it and make sure everyone knows the unique selling points.

I'll arrive at the hotel between 11.00 to 12.00 am.

Many thanks, see you.

Andrew

Competitor 2

You receive this email from your Front Office Manager

Subject : Please lead the team handover for me

Date : Saturday 16th september 2023 at 7.00 am

From : Front Office Manager

To : Competitor 1

Hi,

I'm sick today. I cannot be at 9.30 am for the morning briefing. Please lead the briefing for me. Below are the information's for the day. If you think of anything else, feel free to add it.

- Today : 18 arrivals, 5 departures
- Standard of the day (to remind everyone) : The guest's name is used naturally as a signal of recognition. As usual try to illustrate with a least one example and make sure everyone understands.
- Yesterday, we had a complaint from M. Wey on check-out (late check out not available and the bill was wrong). Competitor 5 did the check-out. Can you please ask him/her what was the complaint about? Discuss with the group how we can prevent this kind of situation next time.
- Martin is the the technician on duty today.
- No laundry service today.
- Ms Bradford is arriving today, is a VIP guest, asked for a bottle of champagne to be placed in the room on arrival.
- Ms Denver arrive at the airport, he asked for a taxi at 5pm.
- M. Weber really enjoyed his stay.
- Do not forget the garden party tonight: Private event for our loyal guests and in house guests. No restaurant tonight!
- There is a discount on the full-board package (10%). Try to upsell it and make sure everyone knows the package.

I'll arrive at the hotel between 11.00 to 12.00 am.

Many thanks, see you.

Andrew

Competitor 3

You receive this email from your Front Office Manager

Subject : Please lead the team handover for me

Date : Saturday 16th september 2023 at 7.00 am

From : Front Office Manager

To : Competitor 1

Hi,

I'm sick today. I cannot be at 9.30 am for the morning briefing. Please lead the briefing for me. Below are the information's for the day. If you think of anything else, feel free to add it.

- Today: 17 arrivals, 7 departures
- Ms Williams had an accident in her room yesterday. Competitor 6 was at the reception yesterday. Can you please ask him/her what was happened? Discuss with the group what to do in those situation (keep calm, immediately call for help, always offer guests medical assistance, write a report for the duty manager)
- Standard of the day (to remind everyone): Staff maintains alert posture and behaves professionally in view of the guest. As usual try to illustrate with a least one example and make sure everyone understands.
- Carla from the restaurant, called this morning, she is sick today.
- Ms Travis asked for the newspaper every morning.
- Mr Taylor, room 101, want to book a table at the Nikki Beach for tonight.
- We now have 4.9 stars on google
- We have 2 ocean rooms left to upsell today. Make sure everyone knows their unique selling points.
- Do not forget the garden party tonight: Private event for our loyal guests and in-house guests. No restaurant tonight!

I'll arrive at the hotel between 11.00 to 12.00 am.

Many thanks, see you.

Andrew

Competitor 4

You receive this email from your Front Office Manager

Subject : Please lead the team handover for me

Date : Saturday 16th september 2023 at 7.00 am

From : Front Office Manager

To : Competitor 1

Hi,

I'm sick today. I cannot be at 9.30 am for the morning briefing. Please lead the briefing for me. Below are the information's for the day. If you think of anything else, feel free to add it.

- Today: 23 arrivals, 3 departures
- Standard of the day (to remind everyone) : Staff does not decline any request without offering appropriate alternatives. As usual try to illustrate with a least one example and make sure everyone understands.
- On Wednesday, Ms Waters asked for things to do in Saint Barthelemy with all the family. Competitor 2 was dealing with the guest. Can you ask him/her to share what recommendations he/she offered? Use this opportunity to discuss with the group what are the must-see and must-do in Barthelemy.
- Do not allocate room 215, the air conditioning is out of order today.
- We have a few luxury Barthelemy suite room left available to upsell. Make sure everyone knows their unique selling points.
- We have a new guest relation starting this afternoon, her name is Angela.
- We received a bad comment: "Staff are not helpful for a 5* star hotel".
- Do not forget the garden party tonight: Private event for our loyal guests and in house guests. No restaurant tonight!

I'll arrive at the hotel between 11.00 to 12.00 am.

Many thanks, see you.

Andrew

Competitor 5

You receive this email from your Front Office Manager

Subject : Please lead the team handover for me

Date : Saturday 16th september 2023 at 7.00 am

From : Front Office Manager

To : Competitor 1

Hi,

I'm sick today. I cannot be at 9.30 am for the morning briefing. Please lead the briefing for me. Below are the information's for the day. If you think of anything else, feel free to add it.

- Today: 13 arrivals, 21 departures
- Standard of the day (to remind everyone) : The service is handled without excessive delays or interruptions. As usual try to illustrate with a least one example and make sure everyone understands.
- Bryan family is arriving today. Competitor 3 took the reservation last week. Please ask him/her to tell everyone about the booking, the guest, who they are here, special request, etc. Use this opportunity to discuss with the group how we can make their stay memorable and make sure everything is ready.
- Show rooms for today: 104 et 315
- Amelia in reservation is not here today. Nobody in reservations.
- We received a great comment: "My stay was amazing, staff at the reception was helpful with my concierge itinerary"
- Do not forget the garden party tonight: Private event for our loyal guests and in-house guests. No restaurant tonight!

I'll arrive at the hotel between 11.00 to 12.00 am.

Many thanks, see you.

Andrew

Competitor 6

You receive this email from your Front Office Manager

Subject : Please lead the team handover for me

Date : Saturday 16th september 2023 at 7.00 am

From : Front Office Manager

To : Competitor 1

Hi,

I'm sick today. I cannot be at 9.30 am for the morning briefing. Please lead the briefing for me. Below are the information's for the day. If you think of anything else, feel free to add it.

- Today : 15 arrivals, 10 departures
- Standard of the day (to remind everyone) : The service or resolution provided by the staff meets the guest's needs and expectations. As usual try to illustrate with a least one example and make sure everyone understands.
- Mr Peron was upset. He found the check-in very long and slow. Competitor 1 did the check-in. Please ask him/her what happened ? Use this opportunity to discuss with the group the procedure for check-in.
- Mr Barnes (312) asked for a wake-up call tomorrow at 10.30am.
- No concierge this morning. Greg called is sick. He'll arrive this afternoon.
- M. Taylor was upset with his room yesterday. He changed room.
- Do not forget the garden party tonight: Private event for our loyal guests and in house guests. No restaurant tonight!

I'll arrive at the hotel between 11.00 to 12.00 am.

Many thanks, see you.

Andrew